

WHAT TO DO WHEN SOMEONE DIES
A PRACTICAL GUIDE
For BOTP Ukrainian Residents

**A substructure of The Kerry Community Response Forum
produced this Bereavement Guide.**

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A substructure of the Kerry Community Response Form has developed this practical guide for Ukrainians in Kerry as a source of information and support. Dealing with a bereavement is challenging. When you start navigating the practicalities of what to do when someone dies it can become even more stressful, particularly when you are unfamiliar with the requirements of the Irish State and the supports available to you. The information and steps outlined within this practical guide are included to support, inform and direct you at what can be an emotional, challenging and difficult time.

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FIRST STEPS AFTER A DEATH

1. CONFIRMING THE DEATH

Who should I inform/contact if someone dies at home?

This depends on whether the death expected or unexpected/sudden:

- **If expected**, the deceased will have been attended to by his or her GP recently. The first/initial call should be made to this doctor who will be required to visit the home to confirm death has occurred. If calling the GP out of hours (**Southdoc 0818 355 999**), an alternative number may be given to contact a locum (substitute) doctor. The locum will visit to confirm death has occurred. Your GP should then be contacted the following morning to advise that death has occurred. Once death has been confirmed the funeral director should be called. A funeral director can deal with and guide you through most aspects of the funeral including transport of the body to the funeral home. **The Irish Association of Funeral Directors (IAFD)** has a list of funeral directors.
- **If unexpected**, the first call should be made to the deceased's GP. The GP may advise that the family contact their nearest Garda Station, as the Gardai may wish to contact the Coroner (A coroner is a public official who investigates any death that appears to be unnatural). If contacting the GP out of hours (**Southdoc 0818 355 999**), normally a number for an out of hours/locum (substitute) doctor will be given; once contacted they will arrange for a doctor to call to the house. The funeral director should be contacted at this stage. A funeral director can deal with and guide you through most aspects of the funeral including transport of the body to the funeral home. **The Irish Association of Funeral Directors (IAFD)** has a list of funeral directors.

In both instances, a death notification will be issued. You will need this to register the death at your nearest Civil Registration Office - this is the central civil repository for records relating to births, stillbirths, deaths, marriages, civil partnerships and adoptions in Ireland (see Page 4 on how to register a death).

What is the normal procedure/process when someone dies in a hospital, hospice or nursing home?

Normally a doctor will be in attendance or called to confirm death. The doctor and or staff will confirm to the family whether or not a post mortem examination will be required. In most

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instances, this will not be necessary and the family are free to telephone their funeral director to make funeral arrangements. A funeral director can deal with and guide you through most aspects of the funeral including transport of the body from the hospital morgue to the funeral home. **The Irish Association of Funeral Directors (IAFD)** has a [list of funeral directors](#).

A death notification will be issued at the hospital office. You will need this to register the death at your nearest Civil Registration Office - this is the central civil repository for records relating to births, stillbirths, deaths, marriages, civil partnerships and adoptions in Ireland (see Page 4 on how to register a death).

If a Post Mortem is required is there likely to be a delay in organisation of the funeral arrangements?

Yes. When a post mortem examination is required, there would normally be a delay of 1-2 days. This may be extended if death occurs during a weekend or bank holiday. The funeral directors will liaise with the hospital and Coroner and advise the family.

- **What is a post mortem?**

A post mortem (sometimes called an autopsy) is an examination carried out by a pathologist after a death where is necessary to establish the medical cause of death.

The majority of deaths do not require any post mortem because the medical cause of death can be certified by a doctor who has been treating the deceased in the months prior to the death, i.e. a GP or hospital doctor.

The death of a Ukrainian citizen in Ireland should be reported to the hotline of the Ministry of Foreign Affairs of Ukraine: [+38 044 238 16 57](tel:+380442381657), or to the hotline of the Embassy or Consulate of Ukraine in the country where the death occurred [+353 86 069 0930](tel:+353860690930), or send an e-mail to cons_or@mfa.gov.ua).

2. REGISTERING THE DEATH

Every death in Ireland must be recorded and registered at a civil registration office. You should register the death as soon as possible. It should be registered within 3 months, but you have up to 12 months to register the death. When someone dies you need a death notification form from the doctor who attended the person who died. Normally, a close family relative registers

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the death. If there are no relatives available to do this, the death can be registered by anyone who has knowledge of the death.

You should bring the death notification form and your own photo ID to a civil registration office. You can find your local office on the [hse.ie](https://www.hse.ie) website, or call **1800 700 700**, 8am to 8pm, Monday to Friday, or 9am to 5pm, Saturday and Sunday. You need some personal details of the person who died, including their PPS number and their parents' full names. You can usually get a death certificate from the registrar at the time of registering the death. You will not be charged a fee to register a death. However, there is a fee of €20 for a full standard death certificate. There is no fee for a copy for social welfare purposes but you need a letter from the **Department of Social Protection (DSP)** to confirm this. You can contact the DSP on **01 704 3000**, 9am to 5pm, Monday to Friday.

Sometimes a death is referred to the coroner. This happens when the cause of death is not known and cannot be certified by the doctor who attended upon the person who died. When this happens, you may have to wait some time before you get a death certificate. The coroner's office gives you an interim death certificate, which you can use to notify the DSP, Revenue and other State or financial institutions

3. WHO SHOULD I NOTIFY OF THE DEATH?

You should tell a number of State institutions that the person has died. If the person was getting a State pension or another social welfare payment, you must inform the DSP that they have died. You must also inform the DSP if you were getting Carer's Allowance or Carer's Benefit for looking after the person. Telling other people that somebody you know has died can be very difficult. You can ask a friend or family member to help you to contact the person's friends, work colleagues and family. It is customary to place a notice in a local or national newspaper when a death has taken place. This is now often done online through services like RIP.ie. Your funeral director will publish the notice for you and can make changes to an already published notice if needs be. You cannot be expected to do everything right away, but if the deceased was getting a social welfare payment or you were claiming for them as a dependant or you were getting a Carer's Allowance to look after them, it's important that you notify the Department within the first few days of the death.

Notifying the Department does not mean the payment will be taken back immediately. In many cases, the spouse, civil partner, cohabitant, parent or carer may continue to receive a **payment for 6 weeks following the death**. (Link: <https://www.citizensinformation.ie/en/social-welfare/social-welfare-payments/death-related-benefits/social-welfare-payments-following-a-death/>)

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If you arrive to Ireland on your own, it is advisable to provide your accommodation provider with details of your next of Kin so that they can be contacted in case of an emergency.

4. FUNERAL ARRANGEMENTS

One of the first things you have to do after the death is to make funeral arrangements. An undertaker or funeral director can deal with most aspects of the funeral. **The Irish Association of Funeral Directors (IAFD)**, www.iafd.ie has a list of funeral directors by county. You can contact the IAFD on **0818 935 000**. There is a code of practice that explains what you can expect from its members. If the person died in hospital, their body will be brought to the hospital mortuary until funeral arrangements are made. You can choose to bring the person home or have them brought to a funeral home. The person who died may have left instructions in their will about the type of funeral they wanted, where they wanted their remains laid to rest and if they wanted a religious or non-religious funeral service. You may prefer a small private funeral or you may feel a large funeral is more appropriate. In general, this is a personal choice that you and your family should make. The solemniser of the ceremony can help make the funeral personal and special.

5. FUNERAL COSTS

In some cases, a funeral may be partially or fully paid for in advance, or the funeral costs are covered by an insurance policy. Otherwise, the person who arranges the funeral is liable to pay the funeral director for the cost of the funeral. This can be repaid from the estate of the person who died (the money and property the deceased person left behind). You should discuss the funeral costs with other relatives, so that you do not feel under pressure to cover the whole cost of the funeral yourself. If you have difficulty paying for the funeral, you can apply for help from the DSP. Funeral expenses are an additional need, and you can apply for assistance from your local Intreo centre. You should complete form SWA1 which is available online and at your local Intreo centre or Citizens Information Centre.

- www.gov.ie: **Supplementary Welfare Allowance Application Form (SWA1)**.

(Link: <https://www.gov.ie/en/form/9880c6-clsupplementary-welfare-allowance-swa1/#>)

Entitlement to an Exceptional Needs Payment for funeral expenses is discretionary. The main consideration in determining that a payment is warranted; is that there is an inability to meet the costs, in part or in full by the family of the deceased person, without causing hardship. Financial support if warranted, may be provided towards the basic requirements for a dignified funeral.

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In many cases a payment or a grant cannot be paid until all the necessary documentation is received. If you are claiming the grant, you are responsible for the production of certificates, documents and any information required, for example:

- Death certificate
- Birth certificate
- Marriage or Civil Partnership certificate (to prove your relationship to the deceased)
- Funeral receipts
- The deceased person's **Personal Public Service (PPS) number**
(Link: <https://www.citizensinformation.ie/en/social-welfare/irish-social-welfare-system/personal-public-service-number/>)
- Your PPS number may also be required

Death Benefits under the Occupational Injuries Benefit (OIB) Scheme

You may be entitled to this scheme if your spouse or civil partner died as a result of:

- An accident at work (or travelling to or from work)
- An occupational disease
- A work-related disability

Full Booklet: [Bereavement Guide 2023](#).

(Link: https://www.citizensinformationboard.ie/downloads/guides/Bereavement_Guide_2023.pdf)

6. REPATRIATION

When someone from another country dies in Ireland, certain formalities must be followed before the body can be sent out of Ireland for burial or cremation. Returning someone's body to their home country is called repatriation. It can be very expensive to have a body repatriated. If the person had travel insurance or private medical cover, that may help cover the costs. You may choose to have the body cremated in Ireland instead, and have the ashes sent to the deceased person's country.

Repatriation is expensive, depending on the distance to be travelled and how the body is transported. Check whether the person had travel insurance or private medical cover which would help to cover the costs. If they are covered, contact the insurance company as soon as possible. **The Irish Government does not give financial assistance with the cost of repatriating a deceased person.**

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The following website has **comprehensive information** and sets out the general process and rules involved in repatriation:

- [www.citizensinformation.ie: **Sending a body from Ireland for burial or cremation abroad**](https://www.citizensinformation.ie/en/death/practical-arrangements-after-a-death/sending-a-body-from-ireland-for-burial-or-cremation-abroad/). (Link: <https://www.citizensinformation.ie/en/death/practical-arrangements-after-a-death/sending-a-body-from-ireland-for-burial-or-cremation-abroad/>)

7. REPORTING THE DEATH TO THE UKRAINE EMBASSY AND RECEIVING EMBASSY SUPPORT

What should relatives/acquaintances do in case of death of Ukrainian citizens abroad?

The death of a Ukrainian citizen in Ireland should be reported to the hotline of the Ministry of Foreign Affairs of Ukraine: **+ 38 044 238 16 57**, or to the hotline of the Embassy or Consulate of Ukraine in the country where the death occurred **+353 86 069 0930**, or send an e-mail to cons_or@mfa.gov.ua).

The information to be transmitted about the deceased/deceased to the Ministry of Foreign Affairs, Embassy or Consulate of Ukraine should be as complete as possible and should include

- Full Name
- Date of Birth
- Place of Residence in Ukraine
- Passport number for traveling abroad
- Information about the closest relatives and their contact details (in Ukraine or abroad). In the absence of contact information of the deceased's relatives, the consul shall contact the Ministry of Internal Affairs of Ukraine to find the relatives and notify them of the death.

Upon receipt of the death notification, the consul immediately contacts the relevant local authorities and the medical institution in the host country. Depending on the legislation of the host country and the conditions under which the death occurred, the fact of death will be registered by the competent authorities of that country, or by the Ukrainian embassy or consulate.

What the consul can help with:

- Notify the next of kin and the competent authorities of Ukraine of the death.
- Provide the relatives with a list of local funeral agencies (if any) for burial in Ukraine or in the country where the death occurred.

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- Inform about the cost of burial (cremation) in the country of death or repatriation of the body (ashes) and property of the deceased to Ukraine.
- Explain to relatives/acquaintances the relevant provisions of foreign and Ukrainian legislation, assist in the preparation and certification of the necessary documents.
- Advise relatives in Ukraine on how to transfer funds to pay for the necessary expenses.
- Take measures to preserve the property left after the death of a Ukrainian citizen.
- Obtain from the next of kin their permission to bury the deceased/dead in a foreign country, if they make such a decision, and the permission of the local competent authorities to bury the body.
- To request information from foreign competent authorities on the results of the investigation into the circumstances of the death for the purpose of further involving a lawyer, if the relatives agree.
- Inform the relatives and competent authorities about the flight (in case of air transportation) or route (in case of delivery by land) by which the body or ashes will be delivered to Ukraine.

The consul has no authority to:

- Directly investigate the cause of death or possible crime.
- Assess or determine the accuracy of the facts stated in foreign official documents.
- Settle insurance claims on behalf of the family of the deceased.
- Pay any bills or debts of the deceased.
- Register the death and issue a Ukrainian certificate if the death has already been registered by the competent authorities of a foreign country.
- Determine the method and place of burial of the deceased in case of disagreement among the next of kin.

Advice to citizens of Ukraine:

- Before traveling abroad, it is recommended to take out insurance to cover the costs associated with possible emergencies outside of Ukraine (full medical and death insurance should be taken out). When agreeing on the policy sum insured with the agent, it is advisable to take into account the cost of relevant services in different countries of the world.
- In accordance with the Law of Ukraine "On Burial and Funeral Business", burial is entrusted to the executor of the deceased's will or is carried out by the next of kin or other person who has undertaken to bury the deceased. Thus, in the absence or insufficiency of appropriate insurance, the costs of repatriation of the body or delivery of the ashes are borne by the executor of the will or the deceased's next of kin
- If the insurance amount is insufficient for the necessary payments, and the relatives do not have the appropriate funds, as evidenced by documents issued by the authorized bodies and

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institutions of Ukraine on the amount of income of the closest relatives (wife, husband, parents, adult children, siblings), foreign diplomatic missions and the Ministry of Foreign Affairs may consider reimbursement of funeral services at the expense of state funds in accordance with the Procedure for the formation and use of state budget funds by foreign diplomatic missions of Ukraine for the implementation of the Based on the available possibilities, the original documents proving the inability to pay for funeral services on their own, together with an application addressed to the head of the Ukrainian embassy or consulate, may be submitted to the Ukrainian diplomatic mission in person, sent by post to this mission or to the Department of Consular Service or the MFA representative office in the regions. In order to speed up the processing of applications, our diplomatic and consular missions are ready to accept scanned copies of the above documents, provided that the originals are received as soon as possible.

ORGAN DONATION

Organ donation is when you give healthy organs and tissue from your body for transplantation into another person's body, to replace their organs that are not healthy.

You can become an organ donor **when you give your consent** by:

- Carrying a donor card
- Noting your consent on your driving license
- Setting up **the organ donor app** on your phone (Link: <https://ika.ie/2018/09/digital-organ-donor-card/>)

You can get an organ donor card from:

- **The Irish Kidney Association website** (Link: <https://www.ika.ie/get-a-donor-card/>)
- Doctors' surgeries and pharmacies

You should **tell your family or next-of-kin that you consent to donating your organs after your death**. Your family or next-of-kin can then tell the doctor or another healthcare professional in a hospital if they are asked about your organ donation. The medical team at the hospital needs your next-of-kin to consent to donating your organs after you die. If your next-of-kin refuses to donate your organs the procedure will not go ahead.

More information can be found on the Citizen's Information Website: **Organ and Body Donation** (Link: <https://www.citizensinformation.ie/en/health/health-services/blood-and-organ-donation/organ-and-body-donation/>)

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COPING WITH LOSS

Talking to someone you trust about your feelings of loss can be a great support at this time. But sometimes family and friends may be unable to help. If this is the case, bereavement counselling may help. Bereavement counselling helps you to explore, understand and work through feelings of grief. Often, just getting reassurance can help.

Losing something or someone important to you can be difficult. You may experience grief and a wide range of emotions that come and go over time. There is no right or wrong way to feel.

BEREAVEMENT, LOSS AND GRIEF

Bereavement and loss affect people in different ways. But most people experience grief in some way. Grief includes the deep sadness after a death or loss. It is a natural process as we learn how to live without the person who has died.

SIGNS OF GRIEF

There is no right or wrong way to feel or react after a bereavement or loss. Some common feelings and physical symptoms include:

- sadness or depression
- feeling numb, shock or disbelief
- tiredness
- vivid dreams or problems sleeping
- losing your appetite
- difficulty concentrating
- being angry or irritable
- feeling relieved or guilty
- feeling frightened, helpless or lonely

You might spend a lot of time thinking about the loss and what happened before it. These thoughts, feelings and physical symptoms might not be there all the time. They can appear suddenly and can be overwhelming. **If you are finding it hard to cope, bereavement support is available.**

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HELP AND SUPPORT

IF YOUR LOVED ONE DIES IN HOSPITAL

If your loved one dies in hospital, most hospitals will have a pastoral care team. **University Hospital Kerry** has a pastoral care service and is available on a 24 hour, 7 days a week basis to pray and offer emotional support and comfort families when someone close has died. You will be offered the support of the Pastoral Care Team if a sudden death occurs in the Emergency Department. To contact a member of the pastoral care team: **066 7184000**.

BARNARDOS

A support line for any adult concerned about a bereaved child
01 473 2110
10:00-12:00
Monday - Thursday
bereavement@barnardos.ie

CALL TANYA



The image is a promotional graphic for 'Call Tanya'. It features a smiling woman in a blue blazer on the right side. On the left, there is a blue and yellow background with a heart icon and a grid of dots. The text reads: «Call Tanya» ТЕЛЕФОННА ПІДТРИМКА (PHONE SUPPORT) Психологічна лінія підтримки для українців, що проживають в Ірландії (Psychosocial Support Helpline for Ukrainians living in Ireland) ПОДЗВОНІТЬ НАМ (CALL US ON): +0818 452 178. At the bottom, there are logos for Community Foundation Ireland and hi, along with contact details in Ukrainian and English: 'Хочете дізнатися більше? Відвідайте наш сайт: www.legithermain.org' and 'РОБОЧИЙ ЧАС: Понеділок, Вівторок, Середа 9.00 - 11.00 та 15.00 - 18.00' and 'OPENING TIMES: Monday, Tuesday, Wednesday 9.00 - 11.00 and 15.00 - 18.00'.

THERAPISTS FOR UKRAINE

Therapists for Ukraine is an international service that offers free therapy sessions to Ukrainian people. Limited at 4 sessions per person and mostly in English. (Link: <https://www.complicated.life/en/find-help-with/therapists-for-ukraine>)

SANE UKRAINE

Sane Ukraine was established to support the psychological wellbeing of Ukrainians amid the ongoing conflict. (Link: <https://www.saneukraine.org/>)

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TOGETHER4UKRAINE

Together4Ukraine is a migrant led registered charity which provides support services for Ukrainians living in Ireland. (Link: <https://together4ukraine.ie/>)

MYMIND: UKRAINIAN PROJECT

MyMind.org provides free, fast and easy access to counselling and psychotherapy for displaced Ukrainians, both face-to-face and online. (Link: <https://mymind.org/ukrainianproject>)

HSE BEREAVEMENT BOOK

The **HSE Bereavement Booklet** provides an overview of the practical and emotional issues that you may face when someone close to you dies (Link: <https://www.hse.ie/eng/services/publications/health-and-wellbeing/hse-bereavement-when-someone-close-dies-booklet-2022.pdf>)

CERTIFICATION OF THE LAST WILL AND TESTAMENT, INHERITANCE

If you are based in Ireland and wish to donate real estate in Ukraine, it is important to understand the legal requirements and procedures. To do this, a representative who is physically located in Ukraine and has the necessary legal authority can act on your behalf.

HERE'S WHAT YOU NEED TO KNOW

Power of attorney requirements: the principal's representative must have a valid power of attorney that authorizes him/her to act on behalf of the principal.

The power of attorney must contain the following information:

- Full details of the principal;
- Full details of the attorney acting on your behalf - the person making the gift;
- Full details of the person to whom the gift is made - the donee;
- Description of the gift itself - real estate.
- Please note that if the name of the recipient of the gift is not specified in the power of attorney, it will not be considered valid.

It is important to note that real estate can only be donated to the person specified in the power of attorney.

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An authorized attorney-in-fact has the right to perform the following actions on behalf of the principal:

- **Represent the principal's interests:** before enterprises, institutions and organizations, both public and private, as well as government agencies, notaries, architectural departments, registration services and various administrative bodies.
- **Documentation:** collecting relevant documents, including duplicates, from individuals and legal entities necessary for the certification of a gift agreement. This includes submitting applications and inquiries related to your interests in compliance with the provisions of family, civil and notary law.
- **Signature powers:** to sign a gift agreement for the specified real estate set forth in the power of attorney without additional approval from you. The attorney-in-fact may also receive documents drawn up in your name, such as statements, technical documentation, expert assessments, and receive the original title document for the real estate.

With a duly drawn up power of attorney, you can appoint a representative who will have the necessary powers to act on your behalf in relation to the conduct of your inheritance case, even from Ireland.

Your representative will have the authority to represent you in local authorities, executive authorities, notary offices (both private and public), administrative service centres, territorial service centres of the Ministry of Internal Affairs, customs authorities, courts of any instance, state registration authorities, archives, relevant public administration bodies, technical inventory bureaus, any legal entities and individuals, including, but not limited to, banking institutions, appraisers, judicial authorities of Ukraine, housing management organizations, tax authorities, state executive service, pension fund authorities, internal affairs authorities and any other authorities, institutions and organizations, as well as, if necessary, apply to all judicial institutions of Ukraine.

All notarial acts are currently regulated by Resolution No. 164 of February 28, 2022 on certain issues of notary during martial law. Link to the official document:

<https://zakon.rada.gov.ua/laws/show/164-2022-%D0%BF#Text>

*The recommendations are for informational purposes only. The requirements are constantly changing and may be revised. We recommend that you seek clarification from legal professionals familiar with the laws and regulations of Ukraine and Ireland to ensure that you meet the legal requirements, taking into consideration the changes in the legislation at the time of your request.

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PRACTICAL AND FINANCIAL CONTACTS

RIP.ie

www.RIP.ie is a website in Ireland that publishes death notices and funeral arrangements. The site contains a useful checklist on things to consider when someone dies: [A Practical Guide from RIP.ie](https://rip.ie/practical-information/a-practical-guide-from-ripie-short-checklist-39). (Link: <https://rip.ie/practical-information/a-practical-guide-from-ripie-short-checklist-39>)

CITIZENS INFORMATION SERVICES

For information on dealing with practical matters following a death, contact the [Citizens Information Services](https://www.citizensinformation.ie/en/death/) online, or by phone 0818 074 000. (Link: <https://www.citizensinformation.ie/en/death/>)

SOCIAL WELFARE

To get information on grants and benefits contact your local INTREO Office.
Phone: 01 7043000 (Department of Social Protection)
Visit: <https://www.gov.ie/en/category/social-welfare/>

HEALTH SERVICE EXECUTIVE (HSE)

Information leaflets about bereavement are available from HSE.
Phone: 1800 700 700
Visit: www.healthpromotion.ie – Search word: bereavement

DEATH REGISTRATION OFFICE

Civil Registration Service and Civil Register of Marriages and Civil Partnerships.
Address: Sister Joseph's Road, Killarney, Co. Kerry V93RW01
Phone: 064 66 32251
Opening hours: Monday 14.00 – 15.00, Tuesday and Wednesday 14.00 – 16.00, Thursday and Friday 09.30 – 12.30 and 14.00 – 16.00. Walk in Service in operation.
Visit: www.civilregistrationservice.ie

CIVIL REGISTRATION SERVICE

Address: Kerry Community Services, Rathass, Tralee, Co. Kerry
Phone: 066 7184500
Opening hours: Monday – Friday. 09.00 – 16.00

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Please note to register a death, you will need to bring Notification of Death and your own photo I.D (e.g. Driving Licence, Passport etc.) with you.

HOSPITAL MORTUARY

Phone: 066 7184447 or 066 7184000

Opening hours: Monday to Friday 08.00 – 16.00

CORONERS OFFICE

Visit: www.coroners.ie for information about the Coroners service.

Coroner (North and West Kerry) - Phone: 068 57327

Coroner (South Kerry) - Phone: 066 7129418

**A substructure of
The Kerry Community Response Forum
produced this Bereavement Guide**

